

# Transitional Sheltering Assistance

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**Release Date:** Sep 3, 2021

**Question:** What is TSA?

**Answer:** Transitional Sheltering Assistance (TSA) is a FEMA program and must be requested by a state. It allows for temporary, short-term accommodations for eligible survivors when other housing options are not available after a presidentially declared disaster.

**Question:** Who is eligible for TSA?

**Answer:** A survivor must first apply with FEMA. They must also:

Pass identity verification

- Their pre-disaster primary residence must be in a designated Parish for TSA
- Have verified occupancy
- Be displaced from and unable to live in their pre-disaster residence.

**Question:** Can a disaster survivor request TSA?

**Answer:** No. FEMA will identify survivors who may be eligible and have a need for this specific assistance. FEMA will communicate TSA eligibility through a variety of methods including voice; text; and email.

**Question:** How do I apply for FEMA assistance?

**Answer:** Survivors in one of the parishes designated for Individual Assistance can apply with FEMA for assistance by using the FEMA app, online at [www.disasterassistance.gov](http://www.disasterassistance.gov) or by telephone at 800-621-3362 or TTY 800-462-758. Those who use a relay service such as a videophone, InnoCaption or CapTel should provide FEMA their specific number assigned to that service. .

**Question:** Does a survivor have to book their own hotel rooms?

**Answer:** Yes. TSA-eligible applicants must find and book their own hotel rooms. The list of participating hotels will be posted on [DisasterAssistance.gov](http://DisasterAssistance.gov), under the link [Transitional Sheltering Assistance Program](#) or you can get it by calling the FEMA



helpline at 800-621-3362. For TTY, call 800-462-7585. For 711 or Video Relay Service (VRS), call 800-621-3362.

Applicants with disabilities or who have access and functional needs should check with hotels to ensure appropriate accommodations are available before confirming a reservation. Pet owners must check to see if pets are accepted. Applicants must show photo identification and adhere to any hotel check-in requirements.

**Question:** Can I stay in another state?

**Answer:** Due to high usage of hotels/motels in the affected area, it may be difficult to locate available participating lodging. A survivor may have to travel a significant distance to locate an available room which may include searching out of state.

For the Hurricane Ida disaster declaration in Louisiana, TSA approved hotels are limited to Louisiana, Alabama, Arkansas, Georgia, Florida, Mississippi, New Mexico, Oklahoma, Tennessee and Texas.

**Question:** Does FEMA pay for my meals, laundry or parking while I'm at the hotel?

**Answer:** No. FEMA only pays for the room and any applicable taxes and pet fees. The eligible applicant is responsible for all other incidental costs (meals, transportation, etc.)

**Question:** How long can I stay at the hotel?

**Answer:** For DR-4611-LA, eligible applicants will be notified of initial assistance which is for 30 days beginning Sept. 2 through Oct. 2, 2021.

**Question:** I've been staying in a hotel prior to Sept. 2, 2021, will FEMA pay my hotel bill?

**Answer:** TSA eligibility is not retroactive. However, survivors can provide their receipts and submit them to FEMA. They may be eligible for lodging expense reimbursement for out-of-pocket expenses that are not covered by additional living expenses or other housing assistance through insurance.

**Question:** Does a survivor have to sign anything when checking in?

**Answer:** Survivors are required to sign a Terms and Conditions document when you check-in to a TSA hotel. By signing the Terms and Conditions, they agree to abide by TSA program guidelines to remain eligible.

**Question:** I am a lodging property owner. How can I add my property to a FEMA



approved list?

**Answer:** If lodging properties are interested in participating in FEMA's TSA program for disaster survivors, they may email [femahousing@clclodging.com](mailto:femahousing@clclodging.com) or call 866-545-9865 to speak with representatives from Corporate Lodging Consultants, who manage the enrollment of lodging providers. Additional information about emergency lodging can be found at [Emergency Lodging Assistance Program](#).

